



**DEPARTMENT OF ENERGY**

**PRINCETON SITE OFFICE**

**BUSINESS MANAGEMENT PROCEDURE**

**PROCEDURE 1-23**

**WORK FOR OTHERS (WFO) PROGRAM**

**REVISION 0**

*Kim E Tafe*

Prepared By: Kim Tafe, Contract Specialist

*Raymond Kimble*

Reviewed By: Raymond Kimble, Business Management Team Leader

*Jerry Wm. Faul*

Approved By: Jerry Wm. Faul, Manager, PSO

Date Issued Mar. 2006

**ANNUAL REVIEW**

**Reviewer**

**Date**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

## WORK FOR OTHERS (WFO) PROGRAM

### TABLE OF CONTENTS

1.0 PURPOSE .....	1
SCOPE .....	1
RESPONSIBILITIES AND AUTHORITIES.....	1
3.1 Manager, PSO .....	1
3.2 Business Management Team Leader.....	1
3.3 Contracting Officer .....	1
3.4 WFO Program Manager.....	2
PROCEDURES .....	2
4.1 Work for Other Federal Agencies (OFA).....	2
4.2 Work For Non-Federal Organizations .....	6
REFERENCES .....	7

#### Enclosures

1. Proposal Information Questionnaire (PIQ)
2. PSO WFO Checklist
3. Military Interdepartmental Purchase Request (MIPR), Interagency Agreement (IA), Orders for Supplies or Services Checklist
4. PSO WFO Customer Survey Form

**STOP WORK AUTHORITY:** When an unsafe or unhealthy condition, or an adverse impact to the environment is observed, all PSO staff have full authority to stop work. See PSO Procedure 3-11 for implementation.

## WORK FOR OTHERS (WFO) PROGRAM

### 1.0 PURPOSE

The purpose of this procedure is to establish internal Princeton Site Office (PSO) guidance for reviewing, processing and approving of all Work for Others (WFO) activities involving Princeton Plasma Physics Laboratory (PPPL).

### SCOPE

Under the terms of the prime contract Non-DOE funded work, or WFO, is a vital part of the DOE mission. PSO and PPPL seek to develop mutually beneficial working arrangements with these sponsors; to perform quality technical work, to develop cooperative business relationships and to consider the customer's interests in all of our actions.

### RESPONSIBILITIES AND AUTHORITIES

#### 3.1 Manager, PSO

Approves internal procedures, which establish the process utilized to oversee the WFO program.

Makes final determination on implementation and/or approval of WFO activities in accordance with all applicable guidance.

#### 3.2 Business Management Team Leader

Assigns a Work for Others Program Manager, within the Princeton Site Office Business Management Team, who is responsible for executing all actions within this procedure.

Reviews and approves all WFO proposed work for compliance with applicable guidance.

#### 3.3 Contracting Officer

Reviews and approves all WFO proposed work for compliance with applicable guidance.

Executes, as Contracting Officer (CO), all funding and financial closeout arrangements submitted by other Federal sponsors for work to be performed by PPPL.

### **3.4 WFO Program Manager**

Has primary responsibility for administration of WFO program, procedures and process.

Develops and implements procedure(s) for the review, authorization, assignment and control of all WFO activity in accordance with applicable requirements.

Provides procedural and interpretative advice to staff.

Ensures that WFO work is reviewed for compliance with applicable requirements and recommends approval/disapproval to the Manager, PSO.

Recommends Contracting Officer approval after reviewing all WFO proposed work for compliance with applicable guidance.

## **4.0 PROCEDURES**

This section is divided into two distinct areas; one addressing Other Federal Agency (OFA) sponsors and the other addressing Non-Federal sponsors. At the beginning of each fiscal year, the PSO WFO Program Manager shall obtain an estimate of anticipated Federal and Non-Federal WFO activity from PPPL. This information shall be provided to CH-CRA for use in establishing "target" funding levels for the fiscal year. CH-CRA shall provide written acknowledgement of available budget for current year's activities prior to start of work.

### **4.1 Work for Other Federal Agencies (OFA)**

A. PPPL proposal submission to PSO must include at a minimum:

Technical proposal including:

Scope of Work

ii. Period of Performance

Reporting Requirements, if any

iv. Proposal Identification Number

- v. Proposal Information Questionnaire (PIQ) answering all applicable questions (Enclosure 1), including security concerns and Environmental, Safety and Health (ESH) documentation.
  - vi. If any activities involve sensitive subjects, or are so significant that they could have an impact on the site or DOE programs, the WFO Program Manager must coordinate this with the cognizant HQ program office.
  - vii. Pricing of PPPL work is established in accordance with DOE Order 522.1, *Pricing of Departmental Materials and Service*, dated 11-03-04. Each proposal shall be reviewed by the Financial Specialist to ensure that the price of the work is consistent with current pricing guidance.
- B. WFO Program Manager will review submission for completeness; the Review Process shall include:
- i. Review each proposal for meeting the basic requirements set forth in DOE O 481.1C. Proposals are compared to confirm the laboratory's specialized expertise and how the work is complementary to DOE work. Each proposal shall be reviewed by the appropriate technical members of the Environmental, Safety, and Health Team, Project and Technology Management Team and the Budget Specialist for compliance. If any uncertainty exists the HQ program manager may be consulted. Any work which is not clearly appropriate for the Laboratory to perform will be brought to the attention of the Administrative Team Leader, and if necessary, to the Manager for final resolution.
  - ii. Determine that the nature of the work is appropriate for PPPL to perform. This determination should be based on the Laboratory's contract and Institutional Plan.
  - iii. Coordinate with program office, Office of Science (SC), to determine that the required use of the Laboratory personnel and facilities for the work-for-others activity will not interfere with the performance of DOE's program work.
  - iv. Review of PPPL's WFO PIQ is used to determine if the proposal meets the requirements of DOE O 481.1C, part 4. and complete PSO's WFO checklist. The WFO checklist covers the Statement of Work (SOW), sponsor information and topics from the questionnaire (Enclosure 2).

- v. If the proposal is found to be incomplete it will be returned to the Laboratory without DOE approval. It is then the Laboratory's responsibility to make corrections and resubmit the proposal for approval.

C. Notify sponsor of DOE approval

Approval of PPPL to perform the work is provided by PSO directly to the OFA. If the sponsor elects to fund the work, an interagency agreement will be sent to PSO for acceptance by the PSO CO.

- ii. When a portion of the cost of OFA work will be used to fund Laboratory Directed Research and Development (LDRD), a statement to that effect must be included in the CO letter of approval of to the OFA.

D. Accepting Interagency Agreements (IA)

All Work for OFAs is performed under an IA (Enclosure 3). These agreements vary from agency to agency. Most agencies issue an IA, while some may issue a purchase request (depending on the dollar value or nature of the work).

WFO Program Manager assures consistency of the SOW and budget with the related proposal, which has been previously approved.

- ii. Each funding document should contain the following key elements:
  - A commitment to pay a definite sum of money to DOE.
  - A scope of work by reference to the PPPL proposal or attachment to the IA, which is specific and consistent with the scope of work which was previously approved by DOE.
  - A period of performance and/or expiration date of the agreement.
  - Reporting requirements, attached or referencing PPPL proposal.
  - A statement regarding capital equipment, if allowed, and who has title to such equipment.
  - Billing instructions.
  - Non-competition certification (as required by DOE O 481.1, Part 4.b).

- Name, mailing address, telephone number, fax number, e-mail address, sponsoring agency point of contact.

#### Notification of Approval

- PSO Manager/Contracting Officer signs the acceptance form from the OFA such as the Order for Supplies or Services, Military Interdepartmental Purchase Request (MIPR), IA (Enclosure 3) along with written notification of approval of the agreement to the WFO sponsor.
- PSO provides carbon copy of the written notification of approval to PPPL for performing the work. Copies are also provided to CH.

#### E Administration

In addition to the routine activities of approving proposals and accepting IA (Enclosure 3), the WFO program manager, or other staff member assigned, is responsible for other activities relating to the WFO program. Examples include responding to inquiries, coordinating the review and acceptance of memorandum of understandings, tracking program trends, preparing annual reports, resolving disputes, attending program reviews and coordinating audit follow-ups.

#### F Close-out

When PPPL reports work has been completed, the WFO Program Manager shall:

Obtain final WFO project cost from PPPL.

- ii. Verify final WFO Project Cost with DOE-PSO Contracting Officer and DOE-CH CRA group.

Forward executed closeout agreement to project sponsor, with copies to CH-CRA, PSO Business Management Team, and PPPL Budget Office, once final WFO project costs are obtained and verified.

- iv. Have the DOE-PSO WFO Customer Survey Form (Enclosure 4) completed, if possible.

## **4.2 Work For Non-Federal Organizations**

- A. PPPL 's proposal to PSO must include at a minimum:  
Technical proposal including:
- Scope of Work
  - ii. Period of Performance
  - iii. Reporting Requirements, if any
  - iv. Proposal Identification Number
  - v. Proposal Information Questionnaire (PIQ) answering all applicable questions (Enclosure 1), including security concerns and Environmental, Safety and Health (ESH) documentation.
- B. WFO Program Manager will review the Non-Federal Work submission for completeness; the Review Process shall include:

All of the foregoing Sections 4.1 of the review process for Federal Work of this Standard Operating Procedure (SOP) generally applies to non-Federal Work. Additional consideration must be given to the following two areas before approving non-Federal Work.

i. Waivers of the DOE Administrative Charge.

Waivers are requested by PPPL on the "Report of Exception to Full Cost Recovery" form and are submitted with the WFO proposal package. Exceptions shall be reported quarterly to the CH Office of Financial Services. The WFO database can provide summary information for the report.

ii. Patent and Data Rights

Intellectual Property Rights. PPPL intellectual property administrators communicate directly with CH Office of Chief Counsel, Intellectual Property Law Division (CH-IPL) to establish appropriate intellectual provisions for each WFO agreement. PSO received written concurrence from CH-IPL on the appropriate IP terms and conditions.

- iii. If the proposal is found to be incomplete it will be returned to the Laboratory without DOE approval. It is then the Laboratory's responsibility to make corrections and resubmit the proposal for approval.



C. Approval of Non-Federal Work for Others

Approval for PPPL to perform non-Federal work is provided directly to PPPL (for Federal sponsors, the sponsor is notified). If the sponsor agrees to the standard DOE pre-approved WFO Agreement, PSO review of the agreement is not required. If PPPL, or the sponsor, propose material deviations from the pre-approved agreement, PPPL will send it to PSO for approval. PSO will generally send material deviations to the General Law Division (OCC-GL) for review. PSO provides approval to PPPL for performing the work.

D. Administration

In addition to the routine activities of approving proposals and accepting IA (Enclosure 3), the WFO program manager, or other staff members assigned, is responsible for other activities relating to the WFO program. Examples include responding to inquiries, coordinating the review and acceptance of memorandum of understandings, tracking program trends, preparing semiannual reports, resolving disputes, attending program reviews and audit coordination follow-up.

E. Close-out

Since DOE is not a signatory party to the agreement with the non-Federal sponsor, PPPL holds the agreements and closes them out in accordance with PPPL's procedures.

## 5.0 REFERENCES

- DOE Order O 481.1C
- DOE Manual M 481.1-1A, CHG 1
- DOE Guide G 481.1-1
- DOE Order O 522.1

## PROPOSAL INFORMATION QUESTIONNAIRE

DATED: December 2001

### A. PROJECT SUMMARY DATA

1. Proposal No.
2. Project Title:
3. Laboratory division responsible for work (standard division abbreviation)

4. Principal Investigator:
5. Identify Type of Sponsor, and applicable Charge:

DOE Administrative Charge will be applied:

U. S. Federal Government  
(except as noted below for NIH & SERDP)  
Large Business  
Foreign Government or Organization

DOE Administrative Charge waived for the following:

U.S. Domestic:

Non-Profit	_____
Small Business	_____
State Government	_____
Local Government	_____
Inst. Of Higher Education	_____

DOE wide blanket waiver  
NIH, SERDP

6. Are you aware of a formal agreement or MOU between DOE and the Sponsor under which the work will be performed? \_\_\_\_\_. If Yes, reference the title to the agreement if available.
7. Sponsor, Point of Contact, Address and Telephone Number:

8. Term of Project in Number of Months \_\_\_\_\_

9. Total Project Cost \$ \_\_\_\_\_

If proposal is multi-year, indicate the proposed budget for each year.

\$Year 1      \$Year 2      \$Year 3      \$Year 4      \$Year 5

## B. NATURE OF WORK

Summary of Scope of Work and Principal Objectives:

2. Will the work involve access to classified information and/or special nuclear materials?  
\_\_\_\_\_ If Yes, attach DOE Form 5634.2.
3. Do you anticipate that the work will involve access to :  
Proprietary information: \_\_\_\_\_  
Unclassified Controlled  
Nuclear Information (UCNI) \_\_\_\_\_  
Naval Nuclear Propulsion  
Information (NNPI)  
Official Use Only (OUO) \_\_\_\_\_
4. Will any technology be developed under this project that is subject to export control laws? \_\_\_\_\_. If Yes, has approval been obtained?
5. Does this project relate to ongoing work at the Laboratory?  
If Yes, how does it relate?  
  
If No, how does this work complement DOE's mission?
6. Does this project involve human subjects or animal research?  
If Yes, briefly explain.
7. Is this project related to Nuclear, Chemical, or Biological non-proliferation detection technology? \_\_\_\_\_
8. Is this proposal in response to a formal solicitation or Broad Agency Announcement (BAA)? \_\_\_\_\_. If Yes, provide BAA title, sponsor name, and solicitation number.

9. What capabilities, specifically unique to PPPL's R&D facilities and/or expertise, are being utilized for this work?
10. Does the capability to perform the work exist in domestic private facilities or laboratories?
11. Will any portion of this work be performed outside the United States?  
\_\_\_\_\_ If Yes, where?

### C. STAFFING REQUIREMENTS

- | 1  | <u>Category</u>   | <u>Name</u>     | <u>% of Effort</u> | <u>Duration</u> | <u>Division</u> |
|----|---|-----------------|--------------------|-----------------|-----------------|
| 2. | Principal Investigator's time on DOE projects   |                 |                    | _%              |                 |
| 3. | Principal Investigator's time on WFO projects   |                 |                    | _%              |                 |
| 4. | Will any new hires be required for this work?      If Yes, indicate the number.   |                 |                    |                 |                 |
| 5. | Will any sensitive country foreign nationals provide guidance, assistance, or perform any work on this project? _____ If Yes, identify the country. |                 |                    |                 |                 |
| 6. | Will outside consultants or subcontractors be required for any part of this work?<br>_____ If Yes, enter the estimated amount per year:             |                 |                    |                 |                 |
|    | <u>\$Year 1</u>   | <u>\$Year 2</u> | <u>\$Year 3</u>    | <u>\$Year 4</u> | <u>\$Year 5</u> |

What special capabilities are needed?

### D. ESH AND NEPA DOCUMENTATION

1. Are there any special ESH requirements applicable to this work that are not addressed under current PPPL policies and procedures? \_\_\_\_\_. If yes, how will these requirements will be met?
2. Will any radioactive or hazardous waste be generated under this project \_\_\_\_\_. If yes, the proposal narrative must indicate the specific waste type that will be generated, and the budget must include a line item estimate for its disposal.

3. Is this work considered as included in the categorical exclusion category for NEPA (National Environmental Protection Act)? \_\_\_\_\_

## E. FACILITIES AND EQUIPMENT

Will the use of Laboratory facilities for this work interfere with ongoing DOE work?

2. Will there be any special space requirements beyond existing facilities?  
\_\_\_\_ If so, what requirements?
3. Is information resources management hardware or software or telecommunications resources being procured as part of this work? \_\_\_\_ If Yes, describe it. A federal agency takes title for these items and the items must be procured directly by the federal agency.
4. Is construction, modification, or restoration involved? \_\_\_\_ If Yes, describe it.

## F. TECHNOLOGY TRANSFER

Note: This section is required only for non-Federally sponsored projects.

1. Is there PPPL technology that has been, or will be developed specifically for transfer to the private sector? \_\_\_\_ If yes, explain (e.g., is there a license agreement?)
2. Will the PI in the course of conducting this research be using Proprietary Data known to PPPL as a result of a separately funded research program? \_\_\_\_
4. Have the ramifications of the proprietary work been discussed with the DOE/HQ Program Officials? The program official has stated that the work performed under the use agreement is not covered by another contract or arrangement falling under DOE's statutory patent policy, and is not sufficient interest to the DOE programmatic mission responsibility to justify DOE supporting the work in whole or in part with direct program funding. PAO must discuss this response with the DOE Patent Counsel. \_\_\_\_
5. Is the sponsor foreign, or owned or controlled by a foreign organization? \_\_\_\_ If it is a foreign entity, what country? If foreign owned, or controlled, what organization owns the company, and from what country?

## **SIGNATURES**

Principal Investigator

\_\_\_\_\_

ES&H Division/NEPA

\_\_\_\_\_

Laboratory Approving Official

\_\_\_\_\_

---

### **For DOE Use only**

#### **G. DOE O 481.1C, Part 4.c. Certification**

have reviewed the proposed WFO project and certify that this work:

- (1) Is consistent with or complementary to DOE missions and the missions of PPPL
- (2) Will not adversely impact execution of assigned programs
- (3) Will not place PPPL in direct competition with the domestic private sector
- (4) Will not create a detrimental future burden on DOE resources

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Princeton Site Office**

**WFO Check List**

**PPPL Supplied Information:**

Information supplied by PPPL includes the Scope of Work, and a questionnaire detailing information about the WFO proposal, NEPA documentation, and a Pricing Waiver Form if appropriate. All information below can be found in these two documents.

**Proposal Number:** \_\_\_\_\_

**Sponsor's Name:** \_\_\_\_\_

**Date Received:** \_\_\_\_\_

**Project Title:** \_\_\_\_\_

- 1 Identify type of sponsor:  
\_\_\_\_ U.S. Federal Government  
\_\_\_\_ Non-Profit  
\_\_\_\_ US Private Industry  
\_\_\_\_ University  
\_\_\_\_ State or Local Government  
\_\_\_\_ Foreign Government or Organization
- 2 Will the work involve access to classified information and/or special nuclear materials?  
\_\_\_\_ (Y)      \_\_\_\_ (N)
- 3 Do you anticipate that the work will involve access to:  
Proprietary information:      \_\_\_\_ (Y)      \_\_\_\_ (N)  
Unclassified Controlled  
Nuclear Information (UCNI)      \_\_\_\_ (Y)      \_\_\_\_ (N)  
Naval Nuclear Propulsion  
Information (NNPI)      \_\_\_\_ (Y)      \_\_\_\_ (N)  
Official Use Only (OUO)      \_\_\_\_ (Y)      \_\_\_\_ (N)
- 4 Will any technology be developed under this project that is subject to export control laws? \_\_\_\_ (Y)      \_\_\_\_ (N).  
If Yes, has approval been obtained?
- 5 Does this project relate to ongoing work at the Laboratory?      (Y) \_\_\_\_ (N)

If Yes, Specify DOE HQ Program Division, HQ Program Manager, Field Work Proposal Number and B & R Number

If No, how does this work complement DOE's mission?

6. Does this project involve human subjects or animal research? \_\_\_\_\_(Y) \_\_\_\_\_(N)  
If Yes, briefly explain.
7. Is this project related to Nuclear, Chemical, or Biological non-proliferation detection technology? \_\_\_\_\_ (Y) \_\_\_\_\_ (N)
8. Does the capability to perform the work exist in domestic private facilities or laboratories? \_\_\_\_\_ (Y) \_\_\_\_\_ (N)
9. Will any portion of this work be performed outside the United States?  
\_\_\_\_\_ (Y) \_\_\_\_\_ (N) If Yes, where?
10. Does this project involve space, nuclear or non-commercial power reactor work?  
\_\_\_\_\_ (Y) \_\_\_\_\_ (N). If Yes, DOE HQ, Office of Nuclear Energy approval is required.
11. Will the use of Laboratory facilities for this work interfere with ongoing DOE work?  
\_\_\_\_\_ (Y) \_\_\_\_\_(N) ,
12. Will there be any special space requirements beyond existing facilities?  
\_\_\_\_\_ (Y) \_\_\_\_\_ (N) If so, what requirements?
13. Will any accountable equipment (unit cost in excess of \$5000) or sensitive items such as computers or peripherals be purchased under this agreement? \_\_\_\_\_ (Y) \_\_\_\_\_ (N).  
If Yes, describe it. Such purchases must be for use by PPPL, and not the sponsor.
14. Is construction, modification, or restoration involved? \_\_\_\_\_ (Y) \_\_\_\_\_ (N).  
If Yes, describe it.



**PPPL Provided Information:**

**1 Scope of Work (SOW)**

Ensure Scope of Work identifies: A.) Responsibilities of Parties, B.) Milestones, C.) Deliverables, and D.) Schedule

Forward (SOW) for approval to:

- A. Office of Fusion Energy Services (OFES)
- B. DOE-HQ Office of Policy and International Affairs (PO), if the organization is with a Foreign Entity

**2. Research Agreement between Princeton University and Organization (if there are deviations from the approved version)**

- A. Forward to DOE-Chicago Office Legal Services Group for approval regarding Intellectual Property Rights Clause
- B. Forward to DOE- Brookhaven Group for General Legal Review

**3. NEPA Categorical Exclusion**

Review proposal in accordance with DOE PSO ES&H Procedure 2-12, Preparation, Review and Approval of National Environmental Policy Act (NEPA) Categorical Exclusion (CX) Documentation.

**4. Budget and Pricing**

Complete Exception to Full Cost Recovery Form if a waiver for the DOE Added factor and depreciation is requested.

**5. Safety**

Contact PPPL ES&H Group to verify the proposal has been reviewed to identify any unique hazards and that the appropriate safeguards will be implemented to ensure safety requirements and considerations are implemented.

Identify any waivers of OSHA or DOE requirements.

Review proposed changes and /or modifications for impact on safety.

**6. Issue Approval Letter**

Issue approval letter once the following items have been accomplished:

Approved Scope of Work by OFES and/or PSO  
Approved Research Agreement by DOE-CH Legal  
Approved Full Cost Recovery Factor  
Safety Requirements Identified  
NEPA Compliance

**PRINCETON SITE OFFICE**

**MILITARY INTERDEPARTMENTAL PURCHASE REQUEST (MIPR)  
INTERAGENCY AGREEMENT (IA)  
ORDERS FOR SUPPLIES OR SERVICES  
CHECKLIST**

**SPONSOR PROVIDED INFORMATION:**

Information required by the sponsor is included on the MIPR or IA. All information included below can be found on a copy of the MIPR or IA located in the proposal file listed below.

Proposal Number:

MIPR/IA Number: \_\_\_\_\_

MIPR/IA:

	Y	N
Funding Amount		
Economy Act Statement		
Signed by Sponsor		
Term		
Scope	_____	_____

\*When a waiver of Department Administrative Charge is requested due to Homeland Security or Counterterrorism activities, assure that the funding document includes a written certification by the sponsor attesting to this being the purpose of the work. Also, if funds are being used for LDRD work by PPPL, include an appropriate statement to that effect in the acceptance letter to the sponsoring agency.

\*\*If not included, Princeton Site Office must contact the agency to obtain the statement; the MIPR/IA will not be accepted without the statement. The statement must address the Economy Act, FAR, and Non-competition; see sample statement in DOE O 481.1C

## **U.S. DEPARTMENT OF ENERGY- PSO WFO CUSTOMER SURVEY FORM**

**(To be complete by DOE)**

WFO Project Information:

Proposal (Agreement) Number:

Proposal Title:

Sponsor:

Sponsor Point of Contact:

Name:

Address:

Title:

DOE Facility Contractor Performing Work:

Facility Contractor Point of Contact:

Name:

Address:

Title:

DOE Point of Contact:

Name:

Phone:

Title:

WFO Project Start Date:

WFO Project Completion Date (if applicable):

Estimated Cost:

### **Introduction**

DOE conducts the WFO Program in support of other Federal agencies, State and local governments, private companies, non-profit organizations, foreign governments, and international organizations. To better serve you, our customer, and in support of DOE's ongoing quality initiative, we request completion and return of the attached two-part

customer survey. We desire to determine the efficiency and effectiveness of the WFO Program with regard to (1) the administrative process and (2) technical performance.

Our goals are to assess the level of customer satisfaction with the process and technical performance and to identify opportunities for improvement. Please use the following definitions to respond to those questions that request a numerical score. Other questions provide an opportunity to make comments and suggestions. Please answer these questions in as much detail as you wish.

Score	Adjective Rating	Definition
5	Outstanding	Satisfaction cannot be improved
4	Highly Satisfactory	Exceeds expectations
3	Satisfactory	Meets expected levels
2	Marginal	Less than expected levels
1	Unsatisfactory	Less than acceptable levels
0	Not Applicable	Does not apply

## CUSTOMER SURVEY

Please use the following scale to characterize your responses.

1 = Unsatisfactory, 2 = Marginal, 3 = Satisfactory, 4 = Highly Satisfactory,  
5 = Outstanding

### Part I

(To be completed by sponsor personnel responsible for non-technical administration of the agreement.)

1. Please specify your level of satisfaction (1 through 5) with the following aspects of the WFO process.
  - a. Interactions with your point of contact at DOE  
(e.g., responsiveness, quality, timeliness, etc.)
  - b. Interactions with the facility contractor  
(e.g., responsiveness, quality, timeliness, etc.)
  - c. Administration of the agreement  
(e.g., amendments, resolving issues, billings, etc.)
  - d. Closeout of the WFO project.
  - e. Overall satisfaction with the WFO process.

Please provide narrative responses to the following questions. If more space is required, please attach additional sheets.

1. What aspects of your experience in dealing with the DOE/Facility Contractor exceeded your expectations?

2. What aspects of your experience in dealing with the DOE/Facility Contractor did not meet your expectations?
  
  
  
  
  
  
  
  
  
  
3. Is there anything else you would like to tell us about the non-technical aspects of this WFO project?

## **Part II**

(To be completed by sponsor personnel responsible for technical oversight of the work performed under the agreement.)

- 1 Please specify your level of satisfaction (1 through 5) with the following aspects of the technical performance under the WFO agreement-.
  - a. Interactions with DOE point of contact.
  - b. Quality of statement of work and cost estimate
  - c. Technical quality of the work performed.
  - d. Quality of deliverables and compliance with schedule.
  - e. Overall satisfaction with the technical performance under the WFO project.

